



SECTION C

STATEMENT OF WORK

Entitled

Electronic PAYMENT

(E-PAYMENT)

C.1 STATEMENT OF WORK

C.1.1 INTRODUCTION

The Internal Revenue Service (IRS) is one of the largest processors of information in the world, collecting more than \$2.2 trillion annually.¹ Transactions include receiving and processing tax-related data, such as individual and business tax returns, information returns, refunds and payments. While some of these transactions are electronic, the IRS still devotes significant resources to convert data provided by its information exchange partners into an electronically processable format.

As described in the IRS Strategic Plan, we are planning to improve service to taxpayers by improving service options for the taxpaying public, facilitating participation in the tax systems by all sectors of the public and simplifying the tax process. This will be accomplished as we increase the scope and accessibility of electronic payment services and simplify the paying experience for all taxpayers. We will continue to launch new and enhanced filing and payment programs to create an environment where electronic interaction is the preferred option for our customers. Electronic payment options will be enhanced allowing for greater flexibility for the taxpayer through more choices. To do so, we will continue to partner with private industry to develop products that will encourage taxpayers to electronically pay estimated and balance due taxes.

Since January 1999, individual taxpayers have been able to electronically pay the balance due on individual tax returns by way of an electronic funds withdrawal or credit card payment. Currently, individuals and various business taxpayers can pay electronically by authorizing an electronic funds withdrawal (direct debit) from a checking or savings account via a personal computer or an authorized e-file provider; by credit card using a touch-tone phone or via the Internet; or by credit card through an integrated e-file and e-pay solution. These payment options are made possible by the Taxpayer Relief Act (TRA) of 1997, which authorized the acceptance of tax payments via any commercially acceptable means.

In the 2006 filing season, taxpayers can (1) pay by phone or Internet using a credit card through two service providers; (2) electronically file and pay by credit card through service providers who partner with software developers; and (3)

¹ The data was derived from the IRS 2005 Data Book.

electronically file and pay by electronic funds withdrawal through authorized IRS *e-file* providers and commercial tax preparation software.

C.1.2. SCOPE

The primary objective of this Statement of Work (SOW) will focus on expanding the use of electronic payment methods to collect federal tax payments and encouraging taxpayers to use electronic media to interact with the IRS. The IRS is seeking to expand the electronic payments initiative through additional partnerships with private industry. To this end, the Government is interested in awarding contracts that will increase the number of electronically filed balance due returns and other taxpayer forms and related payments. We are looking for ways to build upon and expand this initiative to improve service for balance due filers who e-file and to attract others to the program. Expansion shall include payment methods that do not require IRS to receive, process and store paper checks and money orders. This may include, but is not limited to, the acceptance of electronic fund transfers, intermediary conversion of paper checks and money orders to electronic transactions, or credit card transactions.

The Government intends to award two or more non-monetary, zero-dollar contracts in calendar year 2007 for filing season 2009. The resultant contracts will encompass a base period of twelve 12 months and four, 12-month option periods, that may extend the contract period of performance through filing season 2012. These contracts will be for electronic payment services that allow electronic and paper filers to make individual and/or business federal tax payments by electronic means. As described in the Taxpayer Relief Act of 1997, the Secretary of Treasury is authorized to receive internal revenue taxes through any commercially acceptable means. However, the Secretary may not pay any fee or provide any other consideration under any related contracts.

Pursuant to Federal Acquisition Regulation (FAR) Part 12, entitled, "Acquisition of Commercial Items" this requirement as set forth is a "commercial item" acquisition, as defined in FAR 2.101. Therefore, the IRS is seeking proposed solutions that are based upon commercial products that are currently offered in the market place as of the release date of this solicitation and proven approaches. The Government requires that the service providers have a proven history of accepting Electronic payments commercially at the time of proposal submission.

A brief examination of this definition demonstrates that “commercial item” includes commercial products with minor modifications, installation and other services such as integration, which support commercial items and, combinations of products and services. Also, services offered and sold based on established catalog or market prices are included as are non-developmental items sold competitively to multiple State and local governments. The FAR definition of “commercial item” can be found in Section J, Attachment 1.

Note, integrated e-file and e-pay credit card service provider option is available non-competitively and is outside of the scope of this RFP. Refer to the Credit Card Bulk Provider Requirements document (Section J, Attachment 2) for information on how to become an integrated e-file and e-pay credit card service provider.

C.1.3. OBJECTIVE

The IRS is looking for the best solutions for making electronic payment options the preferred method for paying taxes. Specifically, the objective of this solicitation is to tap the creativity of the private sector to identify and present approaches to move balance due return payments and other tax forms with related payments to primarily electronic transactions.

Electronic payment options should simplify payment transactions in such a way as to encourage taxpayers to explore other opportunities for electronic exchanges with the IRS. A goal is to communicate that electronic payment options are (1) convenient, safe and secure and (2) a normal outgrowth of the trend in electronic filing and overall e-commerce. We are looking for approaches that are convenient, minimize cost to the taxpayer and ensure privacy and security.

C.1.4. BACKGROUND

The IRS received 132.5 million tax year 2004 individual returns. Of that total, 68.5 million were filed electronically – 7.2 million of which were balance due returns (a 42% increase over the prior year’s electronic balance due return volume). In FY 2005, nearly 1.5 million electronic 1040 payments equaling \$3.1 billion were received. More than 1.16 million Federal tax payments were made by electronic funds withdrawal, an increase of 39 percent over the prior year. In 2005, approximately 1.5 million Federal tax payments were made by credit card,

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an increase of 54 percent over the prior year. While these growth rates are encouraging, the initiative is still maturing.

The charts below represent return and payment data from years 2003 and 2005.

INDIVIDUAL ELECTRONIC PAYMENT AVERAGE AMOUNT (FY 2005)		
	Electronic Funds Withdrawal	Credit Card
Form 1040	\$2,188	\$1,823
Form 4868	\$14,734	\$3,236
Form 1040ES	\$4,105	\$3,619

Income Tax Returns (TY 2003)	Number of Returns	Amount
Total returns	130,423,626	
Returns with Income tax withheld	114,861,706	\$703,758,484
Payment with Extension Request	1,333,579	\$38,303,188
Estimated tax payments	11,576,213 ²	\$182,906,911
Tax due at time of filing	21,072,333	\$73,741,408

Source: IRS, Statistics of Income, Individual Complete Report 2003, Publication 1304, September 2005.

²Approximately, 34 million distinct Form 1040ES payments were made which were applied to the above returns.

Business Tax Returns – Balance Due (Processing Year 2003)	Number of Returns	Amount (in thousands)
Annual Federal Unemployment Tax Returns (F940)	2,393,865	\$329,781,163
Quarterly Employment Tax Return (F941)	6,121,496	\$8,531,515,026
Corporate Tax Return (1120 series)	482,434	\$7,397,069,148
Highway Use Tax (Form 2290)	428,408	\$774,685,778

Source: IRS, Statistics of Income. This sample of business tax payment volumes is not intended to be all inclusive of the Filing Season 2008 electronic payment initiative.

C.2 MINIMUM MANDATORY BUSINESS REQUIREMENTS

An offeror's proposal must meet all of the Government's minimum mandatory requirements in order to be considered for contract award.

C.2.1 The Contractor shall provide an electronic payment processing service that allows taxpayers to make federal tax payments through convenient, safe and secure means, which will also reduce governmental costs and improve cash flow to the federal government.

C.2.2 The Contractor shall provide a system that allows a wide array of taxpayers' (i.e. domestic, international) access for making federal income and business tax payments. All Interactive Voice Response (IVR) and Internet applications are required to provide taxpayers with a unique toll-free number and web address (URL) for the completion of federal payments **only**.

C.2.3 The Contractor shall exercise best practices and industry standards for preparing and maintaining systems and application documentation.

C.2.4 The Contractor shall settle funds through the Treasury Financial Agent (TFA), see Section J, Attachment 2, Credit Card Bulk Provider Requirements document. All funds must settle within 24 – 48 hours. Electronic payments should be received by the Treasury in a timely manner and in the ordinary course of business.

C.2.5 The Contractor shall provide only guaranteed payments to the Government for federal taxes owed. Funds must be available in the Contractor's designated bank account one business day after the settlement file is submitted.

C.2.6 The Contractor shall comply with electronic payment regulations of the Internal Revenue Code, including Section 301.6311-2, Payment by credit card and debit card and any subsequent updates and revisions (Section J, Attachment 3).

C.2.7 The Contractor shall provide a system that accepts one or more types of federal income (i.e. 1040, 1040ES, 4868) and business (i.e. 94X) tax payments including balance due, extension and estimated payments. Payments shall be accepted in accordance with written filing season credit card processing periods as defined by the IRS.

C.2.8 The Contractor shall minimize duplicate and erroneous payment opportunities by establishing processes to prevent users from submitting

multiple, identical payments and comply with the limits on the number of payments that can be made per taxpayer per tax type in accordance with IRS guidelines. An integrated database that centrally regulates such limitations, independent of the payment channel, e.g., IVR or Web, shall be used.

C.2.9 The Contractor shall provide an accuracy rate of 99% or higher for all transmitted transaction data as provided by the taxpayer. This includes accuracy of electronic payment data forwarded to the Service by the Contractor that may be impacted by intermediate actions taken by the Contractor necessary for coding, applying, and transmitting payment data. Any adjustments to transaction files resulting from failure to correctly verify and validate payment information shall be the responsibility of the Contractor.

C.2.10 The Contractor shall implement systems controls to prevent duplicate payments that could result from multiple transmissions of a settlement file or other errors resulting from the completion and transmission of identical payment transactions. Duplicate payments caused by insufficient system controls will adversely impact the Contractor's accuracy rate.

C.2.11 The Contractor shall inform taxpayers of the dollar amounts of all fees, if any, related to the payment transaction and obtain taxpayers' acknowledgement or acceptance of fees prior to completing any payment transactions. The Contractor's proposed method for obtaining taxpayer's acknowledgement or acceptance of fees must be approved in advance by the Government.

C.2.12 If a fee is charged, the Contractor shall charge a convenience fee that minimizes cost to the taxpayer. Any convenience fee must be no greater than 2.49% per payment transaction. The Contractor shall submit changes to any fee structure to the IRS for review and approval.

C.2.13 The Contractor shall submit payment data files in accordance with the Credit Card Bulk Provider Requirements for transmitting payment data to the Government's TFA. **The Contractor shall forward settlement files to the TFA one business day prior to settlement.**

C.2.14 The Contractor shall secure entity validation, in accordance with the Credit Card Bulk Provider Requirements, prior to forwarding settlement files to the TFA. The Contractor must establish processes to inform users that an entity (Social Security Number or Employer Identification Number) reject

occurred. The Contractor shall exercise due diligence in notifying taxpayers of entity rejections.

C.2.15 The Contractor shall convert payment transactions to Automated Clearing House (ACH) debit authorizations and settle funds through the TFA. The Contractor shall submit daily, payment detail records or settlement files using the American National Standards Institute (ANSI) X12 Electronic Data Interchange (EDI) 813 transaction set. The TFA will initiate one bulk debit each business day from the Contractor's account, which must be established for this purpose.

C.2.16 The Contractor shall provide settled funds where the payment transaction date is less than 11 days prior to the settlement date (cards only). In the event that funds settlement is delayed beyond this period due to a reject condition, such as invalid entity, the payment must be re-initiated and the new payment date submitted for posting.

C.2.17 The Contractor shall retain transaction logs (i.e. card authorization logs) for 72 months from the date of each transaction. The information in such logs shall include transaction type, date and time, credit card number (if applicable), amount of transaction, and approval/confirmation number. This requirement shall survive the life of this contract, and the Government will have the right to inspect such logs upon reasonable notice to the Contractor.

C.2.18 The Contractor shall, in accordance with Section F, Schedule of Performance, complete any necessary modifications to software, systems, and services in accordance with its commercial business practices to conform to the provisions of IRS regulations promulgated under U.S.C. 6311 (d)(1). This contract is considered modified automatically to incorporate by reference the current provisions of such regulations during the life of this contract.

C.2.19 The Contractor shall provide a merchant descriptor on the taxpayer's card statement describing the tax payment amount as a unique line item entitled "U S Treasury Tax Payment".

C.2.20 The Contractor shall provide a merchant descriptor on the taxpayer's card statement describing the transaction fee amount as a unique line item.

C.2.21 The Contractor shall conduct post implementation review of live

application including production monitoring, reporting, user/non-user surveys and user free-form comments.

C.2.22 The Contractor shall provide federal taxpayers 24 hour x 7 days a week access to electronic payment options and networks employed by the Contractor at a rate equal to or exceeding 95% availability on any given calendar day. This includes the total number of customers successfully accessing the Contractor's electronic transaction network on the first attempt compared to the total number of attempts as well as overall availability.

C.2.23 The Contractor shall ensure that certain edits and actions are performed to confirm the validity of taxpayer information and ensure that the federal tax payment will be applied accurately and as intended by taxpayers.

C.2.24 The Contractor shall provide an acknowledgement or confirmation of payment acceptance to the taxpayer. In the event that other companies are subcontracted to participate in the program, the Contractor shall negotiate with the sub-contractors to minimize all fees or surcharges assessed.

C.2.25 The Contractor shall provide taxpayers with confirmation of payment transactions through the payment means (for example, IVR, Internet, etc.) used to complete the payment. An integrated database shall be used, whereby; taxpayers may verify both IVR and Internet payments through either payment application.

C.2.26 The Contractor shall provide taxpayers live and automated customer service including frequently asked questions and problem resolution assistance. Live customer service assistance shall be available, at a minimum, Monday through Friday, 7:00 am to 7:00 pm, local time.

C.2.27 The Contractor shall exercise due diligence in notifying taxpayers of entity and payment rejections. Processes and procedures shall be documented and subject to IRS's review and approval.

C.2.28 The Contractor shall provide a *Funds Settlement Timeline*, detailing payment data flow from transaction authorization to settlement, which will be reviewed and approved by IRS. Any funds held overnight from one business day to the next business day shall be subject to U.S. Treasury penalties and interest.

C.2.29 The Contractor shall provide documentation to the Government before the program commences, of application test plans, test cases and test results and certification. See Section F, Schedule of Performance.

C.2.30 The Contractor shall provide documentation to the Government before the program commences, of the transaction processing networks employed in the program and the network's interfaces. Documentation requirements include, but are not limited to, network design and architecture, capacity analysis, risk assessment, disaster recovery plan, configuration management plan and information security plan. **Configuration control and management shall be exercised and documented as system and functionality changes occur.**

C.2.31 The Contractor shall provide initial and final functional requirements and user interface documentation to the Government, including but not limited to interactive voice response scripts and call flows, web pages, desktop software input and information screens, application design and architecture schematics describing (a) work processes, business rules, error conditions and data flow from payment initiation through completion and (b) customer service functions and outputs (reports, etc.) for review and approval before the program commences. Once the program commences, subsequent functionality and user interface changes (scripts, web screens, etc.) must be approved by the IRS before any change is implemented.

C.2.32 The Contractor shall provide incident reports of any material network outages, work stoppages, or other payment processing problems. This includes but is not limited to systemic problems related to authorizing credit on-line and human errors that result in duplicate payments or non-payment. Outages and stoppages in excess of one hour are considered to be material in nature during non-peak processing periods.

C.2.33 All outages during peak processing are considered material. Peak processing periods include, but are not limited to, the seven-day period ending on the 15th day of January, April, June, September and October (or the next business day if the 15th falls on a weekend or holiday). The Contractor shall inform the Contracting Officer's Technical Representative (COTR) of all incidents within 24 hours of occurrence or awareness, and shall provide an incident report within 5 business days. Incident reports shall include a description of the incident, the cause, number of taxpayers

impacted and dollars involved, duration of the incident, and actions taken by the Contractor to remedy the incident.

C.2.34 The Contractor shall pay any and all transaction fees to subcontractors related to the completion of the payment transaction.

C.2.35 The Contractor shall provide a Work Breakdown Schedule (WBS), using MS Project, covering the system development life cycle and update the WBS regularly to reflect current task status.

C.2.36 The Contractor shall provide a primary and backup transaction processing system and complete necessary contingency planning to ensure that disaster recovery processes include actions to continue transaction processing in the event of unplanned events. Backup systems should be deployed within one hour after the primary system experiences an outage.

C.2.37 The Contractor shall comply with technical, procedural and security requirements and controls as defined by the IRS. The Contractor must meet the IRS system and data security requirements in the areas of computer, communications, personnel, physical, procedural and training requirements and controls.

C.2.38 The Contractor shall provide necessary systems and data accesses to the Government's representative performing independent verification and validation (IV&V) reviews of system's readiness (including, but not limited to, application functionality testing, stress testing, vulnerability testing and security testing). In addition to the documentation listed above, a trusted facility manual (systems administrator manual) shall be a key component of the IV&V review. The IV&V Review will be based on federal law and IRS computer security policy and guidance [as described in the Computer Security Act of 1987, Taxpayer Browsing Protection Act of 1997, Federal Information Systems Management Act (FISMA) of 2002, National Institute of Standards and Technology publications (NIST SP 800-26 and SP 800-53 rev 1), Office of Management and Budget (OMB) circulars, Federal Information Processing Standards (FIPS 200 & 201), Treasury Directives (TD P 71-10 & 85-01) and applicable Internal Revenue Manuals (IRM) and subsequent revisions] as well as best practices and industry standards.

C.2.39 The Contractor shall implement systems controls that provide fraud detection and limit fraudulent payment transactions. The system shall have

the capability to prevent transactions from certain cards or to certain accounts. The Contractor must incorporate best practices and industry standards.

C.2.40 The Contractor shall complete **annual** integrated readiness testing with IRS and TFA (includes use of simulated payment data on test systems and production systems). The tests shall cover the Contractor's primary and back-up host sites and ensure readiness to accept transactions as well as forward settlement files from both sites. Refer to the Section F, Schedule of Performance.

C.2.41 The Contractor shall maintain the confidentiality of any information relating to electronic payment transactions with absolutely no disclosure or use except to the extent authorized by written procedures promulgated by the IRS pursuant to 26 U.S.C. 6311(e) (3).

C.2.42 The Contractor and their employees who have or could potentially have access to taxpayer information are subject to the Taxpayer Browsing Protection Act of 1997 provisions, section 6103 provisions of the Act and IRS Unauthorized Access (UNAX) briefing requirements. The UNAX briefing must be given annually and must be completed by a date specified by the IRS. The contractor shall provide documentation that the briefing was reviewed by individuals (specify the names) assigned to the contract.

C.2.43 The Contractor shall maintain the confidentiality of any information relating to Federal/State electronic payment transactions completed in a single transaction. This includes absolutely no disclosure or use of information collected during this transaction for any purpose other than processing the transaction to the U.S. Treasury or appropriate State. Information collected during the transaction shall not be disclosed or used for any purpose prohibited by law and the Internal Revenue Code.

C.2.44 The Contractor shall actively encourage and promote the use of electronic payment product(s).

C.2.45 The Contractor shall provide a Marketing Plan and deliverables that support and facilitate public awareness of IRS *e-file* and electronic payments. The Marketing Plan should describe planned marketing products and/or tools, targeted audience and the distribution timeline. The Plan shall also describe

(1) any planned use of IRS *e-file* key messages and/or logo on marketing products; (2) defined measures for success; and, (3) method for tracking the number of unique taxpayers that pay electronically as a result of marketing products/tools. All marketing products/tools shall be provided to the Government in draft for review and approval at least 3 business days prior to the due date. See Section H, Public Release of Information.

C.2.46 Upon the expiration (or termination) of the Contract, all user interface methods (payment IVR, customer service IVR and Web) must be updated to inform taxpayers that the payment services are no longer available and refer taxpayers to the IRS customer service number and web site for assistance. The related messages shall also inform users how to contact the Contractor for problem resolution. The Contractor must provide draft scripts and web screens for review and approval prior to implementation. The approved messages shall be in effect for a period of no less than 150 days after contract expiration or termination. The IRS will approve any subsequent changes before they are implemented. The requirements to provide problem resolution support to users shall exceed the life of the Contract.

C.2.47 The Contractor is subject to Section 508 of the Rehabilitation Act of 1973 (as amended by the Workforce Investment Act of 1998) and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR Part 1194). The electronic payment processing service must meet applicable accessibility provisions of part 1194 Subparts B, C and D; such as, 1194.22 Web-bases Intranet/Internet Information and Applications and 1194.23 Telecommunications Products in accordance with FAR 39.2 (Section 508 Applicable Standards, Section J, Attachment 4).

C.3 REHABILITATION ACT OF 1973, SECTION 508 IT ACCESSIBILITY REQUIREMENTS

A. General

1. Purpose (Reference 36 CFR 1194.1)

(a) The below technical standards are those issued by the Architectural and Transportation Barriers Compliance Board (Access Board), pursuant to Section 508 (a) (2) (A) of the Rehabilitation Act Amendments of 1998 (29 U.S.C. § 794 (d)) as enacted in the Workforce Investment Act of 1998. (The Access Board is

an independent Federal agency established by Section 502 of the Rehabilitation Act (29 U.S.C. 792) whose primary mission is to promote accessibility for individuals with disabilities.)

(b) Section 508 requires that when Federal agencies develop, procure, maintain, or use electronic and information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who are not individuals with disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

2. Application (Reference 36 CFR 1194.2)

(a) This section does not apply to Electronic and Information Technology that is acquired by the contractor incidental to the contract, or is neither used nor accessed by Federal employees or members of the public, and contractor employees in their professional capacity are not considered members of the public.

(b) For any EIT product proposed in response to this solicitation as a deliverable that is a commercial item (as defined by the Federal Acquisition Regulation, Subpart 2.101) or any EIT product to be developed in response to this solicitation, that will be available to meet this contract's delivery requirements, the contractor must represent within his proposal that the product(s) complies with all of the below standards. The contractor must complete the matrix, Electronic & Information Technology (E&IT) Accessibility Evaluation, located in Section J, Attachment 7, and submit it with his/her proposal.

(c) If such product does not comply with all of the below standards, the contractor must specify each specific standard that is not met.

C.4 1052.239-9008 Section 508 Information, Documentation, and Support (SEP 2006)

In accordance with [36 CFR 1194, Subpart D](#), the electronic information technology (EIT) products and product support services furnished in performance of this contract shall be documented to indicate the current conformance level with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, and the [Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards](#). At no time during the performance of the award shall the level of conformance go below the level of conformance in place at the time of award. At no additional cost, the contractor shall provide information, documentation, and support relative to the supplies and services as described in Section J, Attachment 4. The Contractor shall maintain this detailed listing of compliant products for the full contract term, including all forms of extensions, and shall ensure that it is current within five calendar days after award and within three calendar days of changes in products being utilized as follows:

- (a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.
- (b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.
- (c) Support Services for products shall accommodate the communication needs of end-users with disabilities.

[End of clause]

C.5 1052.239-9009 Section 508 Conformance (SEP 2006)

Each electronic and information technology (EIT) product and/or product related service delivered under the terms of this contract, at a minimum, shall conform to the applicable accessibility [standards at 36 CFR 1194](#) at the level of conformance specified in Section J, Attachment 4.

The following technical standards have been determined to be applicable to this contract:

- ☐ 1194.21, Software applications and operating systems.
 ☐ (a) ☐ (b) ☐ (c) ☐ (d) ☐ (e) ☐ (f) ☐ (g) ☐ (h)
 ☐ (i) ☐ (j) ☐ (k) ☐ (l)
- ☒ 1194.22, Web-based intranet and internet information and applications.
 ☒ (a) ☒ (b) ☒ (c) ☒ (d) ☒ (e) ☐ (f) ☒ (g)
 ☒ (h) ☒ (i) ☒ (j) ☐ (k) ☒ (l) ☒ (m) ☒ (n) ☒ (o) ☐ (p)
- ☒ 1194.23, Telecommunications products.
 ☐ (a) ☐ (b) ☒ (c) ☒ (d) ☐ (e) ☐ (f) ☐ (g) ☐ (h)
 ☐ (i) ☒ (j) ☐ (k)
- ☐ 1194.24, Video and multimedia products.
 ☐ (a) ☐ (b) ☐ (c) ☐ (d) ☐ (e)
- ☐ 1194.25, Self contained, closed products.
 ☐ (a) ☐ (b) ☐ (c) ☐ (d) ☐ (e) ☐ (f) ☐ (g) ☐ (h)
 ☐ (i) ☐ (j)
- ☐ 1194.26, Desktop and portable computers.
 ☐ (a) ☐ (b) ☐ (c) ☐ (d)

The standards do not require the installation of specific accessibility-related software or the attachment of an assistive technology device, but merely require that the EIT be compatible with such software and devices so that it can be made accessible if so required by the agency in the future.

The follow functional performance criteria [\(36 CFR 1194.31\)](#) apply to this contract.

- ☒ (a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.
- ☒ (b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.

- ☒ (c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.
- ☒ (d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.
- ☒ (e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.
- ☒ (f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.

[End of clause]

C.6 1052.239-9010 SECTION 508 SERVICES (SEP 2006)

All contracts, solicitations, purchase orders, delivery orders and interagency agreements that contain a requirement for services which will result in the delivery of a new or updated electronic and information technology (EIT) item/product must conform to the applicable provisions of the appropriate technical standards in [36 CFR 1194, Subpart B, and functional performance criteria in 36 CFR 1194.31, Subpart C](#), unless an agency exception to this requirement exists.

The following technical standards and provisions have been determined to be applicable to this contract:

- ___ 1194.21, Software applications and operating systems.
___(a) ___(b) ___(c) ___(d) ___(e) ___(f) ___(g) ___(h)
___(i) ___(j) ___(k) ___(l)
- ___X___ 1194.22, Web-based intranet and internet information and applications.
__x_(a) __x_(b) __x_(c) __x_(d) __x_(e) ___(f) __x_(g) x___(h)

☒_x_(i) ☒_x_(j) ☐_(k) ☒_x_(l) ☒_x_(m) ☒_x_(n) ☒_x_(o) ☐_(p)

☒_X_ 1194.23, Telecommunications products.

☐_(a) ☐_(b) ☒_x_(c) ☒_x_(d) ☐_(e) ☐_(f) ☐_(g) ☐_(h)
☐_(i) ☒_x_(j) ☐_(k)

☐_ 1194.24, Video and multimedia products.

☐_(a) ☐_(b) ☐_(c) ☐_(d) ☐_(e)

☐_ 1194.25, Self contained, closed products.

☐_(a) ☐_(b) ☐_(c) ☐_(d) ☐_(e) ☐_(f) ☐_(g) ☐_(h)
☐_(i) ☐_(j)

☐_ 1194.26, Desktop and portable computers.

☐_(a) ☐_(b) ☐_(c) ☐_(d)

The standards do not require the installation of specific accessibility-related software or the attachment of an assistive technology device, but merely require that the EIT be compatible with such software and devices so that it can be made accessible if so required by the agency in the future.

The follow functional performance criteria (36 CFR 1194.31) apply to this contract.

☒_X_ (a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.

☒_X_ (b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.

☒_X_ (c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.

- ☒ (d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.
- ☒ (e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.
- ☒ (f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.

[End of clause]

C.7 RESERVED

C.8 DUTIES AND RESPONSIBILITIES OF THE GOVERNMENT

The Government's, that is, the Internal Revenue Service's, duties and responsibilities during the term of this contract will be to:

C.8.1 Provide electronic record specifications necessary for funds settlement and posting of tax data related to the electronic payment transactions.

C.8.2 Provide functional requirements documentation annually, outlining validity checks and processing periods.

C.8.3 Designate Treasury Financial Agent(s) to act on the Government's behalf for settlement of funds in payment of taxes owed.

C.8.4 Provide outline of required reports – see Section F. Deliverables.

C.8.5 Provide an Electronic Payments Brochure and poster annually, by mail.

C.8.6 Provide no monetary consideration to the Contractor for electronic payment transactions.

C.8.7 Process credit card chargeback actions in accordance with its written procedures. This shall include reimbursing the Contractor for unauthorized or erroneous charges that are substantiated by the cardholder and approved by the Contractor's duly authorized management representative. The Contractor shall have completed and delivered the appropriate IRS chargeback form and supporting documentation to the IRS as described in IRS chargeback procedures. Such chargeback requests shall be processed based on the Contractor's determination of the appropriateness of this action as signified by its authorized claimant's signature. In the event, the IRS notifies the Contractor of duplicate payments that may be subject to chargeback action, it is incumbent upon the Contractor to research the nature of the duplicate payment and timely initiate the appropriate action. Chargeback requests received within 150 days of the contract end date will be processed in accordance with the previously established procedures.

C.8.8 Complete annual Contractor Performance Report based on standard evaluation criteria (such as quality of product or service; timeliness of performance; and business relations) used throughout the Agency.

C.8.9 Provide a hyperlink from the IRS Web Site to the Contractor's Web Site. IRS may identify participating partners in its information materials or products. All decisions involving these or other marketing decisions will be solely at the discretion of the IRS.

C.9 KEY PERSONNEL

ROLE OF THE CONTRACTING OFFICER

A Contracting Officer will be designated for each contract awarded under this solicitation. The name and telephone number will be provided at contract award.

The Contracting Officer, in accordance with Subpart 1.6 of the Federal Acquisition Regulation, is the only person authorized to make or approve any changes in any of the requirements of this contract, and notwithstanding any clauses contained elsewhere in this contract, the said authority remains solely with the Contracting Officer. In the event the Contractor makes any changes at the direction of any person other than the Contracting Officer, the change will be

considered to have been made without authority and is not binding on the Government.

ROLE OF THE CONTRACT SPECIALIST

A Contracting Specialist will be designated for each contract awarded under this solicitation. The name and telephone number will be provided at contract award.

The Contract Specialist will provide any necessary contractual interpretation or guidance related to the contract. The specialist will also conduct negotiations pertinent to the contract and will prepare any contractual documents required for the CO's signature.

CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE

A Contracting Officer's Technical Representative (COTR) will be designated for each contract awarded under this solicitation. The name and telephone number will be provided at contract award.

The COTR will represent the Contracting Officer in the administration of technical details within the scope of this contract. The COTR is also responsible for the final inspection and acceptance of all reports and such other responsibilities as may be specified in the contract. The COTR is not otherwise authorized to make any representations or commitments of any kind on behalf of the Contracting Officer or the Government.

The COTR does not have authority to alter the Contractor's obligations or to change the contract specifications, price, terms or conditions. If, as a result of technical discussions, it is desirable to modify contract obligations or the statement of work, changes will be issued in writing and signed by the Contracting Officer.

The Government may change the COTR assignment for this contract at any time without prior notice to the Contractor. The Contractor will be notified of the change.

PROJECT MANAGER

The Contractor's designated Project Manager for this contract shall be named by the Contractor.

The Contractor shall provide a Project Manager for this contract who shall have the authority to make any no-cost contract, technical, hiring and dismissal decisions, or special arrangements regarding this contract. The Project Manager shall be responsible for the overall management and coordination of this contract and shall act as the central point of contact with the Government. The Project Manager shall have full authority to act for the Contractor in the performance of the required services. The Project Manager, or a designated representative, shall meet with the COTR to discuss problem areas as they occur. The Project Manager, or designated representative, shall respond within four work hours after notification of the existence of a problem. The Project Manager shall be able to fluently read, write, and speak the English language.

C.10 CONTRACT CORRESPONDENCE

Notwithstanding the Contractor's responsibility for total management during the performance of this contract, the administration of the contract will require maximum coordination between the Government and the Contractor. To promote timely and effective administration, all correspondence pertaining to contractual or administrative matters under the contract shall be addressed to the assigned Administrative Contracting Officer.

C.11 GOVERNMENT KEY PERSONNEL

Points of Contact:

COTR - to be determined at Contract Award

IRS Senior Manager – to be determined at Contract Award

DISCLOSURE OF "OFFICIAL USE ONLY" INFORMATION SAFEGUARDS (IRSAP 1052.224-70(D) (DEC 1988)

Any Treasury Department information made available or to which access is provided, and which is marked or should be marked "Official Use Only", shall be used only for the purpose of carrying out the provisions of this contract and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of

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the contract. Disclosure to anyone other than an officer or employee of the contractor or subcontractor at any tier shall require prior written approval of the IRS. Requests to make such disclosure should be addressed to the IRS Contracting Officer.

**DISCLOSURE OF INFORMATION -- OFFICIAL USE ONLY (IRSAP 1052.224-71(b)
(DEC 1988)**

Each officer or employee of the contractor to whom "Official Use Only" information may be made available or disclosed shall be notified in writing by the contractor that "Official Use Only" information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any such "Official Use Only" information, by any means, for a purpose or to an extent unauthorized herein, may subject the offender to criminal sanctions imposed by 18 U.S.C. Sections 641.